Service Level Agreement	Target Performance	Current Performance

Customer Service

Service Level Agreement	Target Performance		Current Performance	
Speed To Answer Calls	90% Calls Answered Under 60 Seconds		83%	🔴
Call Abandonment Rate	Less then 5% Abandoned		5%	🟢
Level 1 Resolution Rate	90% Of Calls Resolved By Level 1		98%	🟢
Email Response Rate	98% Response within 1 business hour		99%	🟢
User Sampling Survey	95% Of Satisfied Customers		96%	🟢
Resolution Of Incidents On Time	90% Calls Resolved On Time *(By Grouping)*		98%	🟢
Account Management	8 Business Hours	99.6% 🟢		
Applications	16 Business Hours	95.6% 🟢	*Excluding GMIS & SIRS*	
Data Management	32 Business Hours	98.6% 🟢		
Database	32 Business Hours	100% 🟢		
Hardware	40 Business Hours	96.4% 🟢		
Operating System	24 Business Hours	98.4% 🟢		
Telecomm	12 Business Hours	98.8% 🟢		

Network Availability

Service Level Agreement	Target Performance	Current Performance	
CAN Availability (Campus Area)	24x7 Availability (99.9%)	99.9%	🟢
Dial-Up Availability	24x7 Availability (99.9%)	100%	🟢
Switch Availability	24x7 Availability (99.9%)	99.9%	🟢
VPN Availability	24x7 Availability (99.9%)	100%	🟢
WAN Availability (Remote Sites)	24x7 Availability (98.9%)	99.9%	🟢

Server and Storage Administration

Service Level Agreement	Target Performance		Current Performance	
Overall Average Windows Server Availability			99.9%	🟢
Citrix Server Availability	99.9% Availability	99.9% 🟢		
E-Mail Server Availability	99.9% Availability	100% 🟢		
Shared File Server Availability	99.9% Availability	99.9% 🟢		
SQL Server Availability	99.9% Availability	99.6% 🟡		
Web/App Server Availability	99.9% Availability	99.9% 🟢		

Account Management

Service Level Agreement	Target Performance	Current Performance	
Disable Network Account Requests	Disabled Within 4 Business hours (98%)	100%	🟢
New Network Account Requests	Creation Within 2 Business Days (99%)	99.8%	🟢
Privilege/Rights Change Requests	Change Within 8 Business Hours (97%)	100%	🟢

🟢 In compliance
🟡 Within Tolerance
🔴 Out of compliance
⚪ Insufficient data available this month

Run Date   5/5/2008